

EMBALMERS/FUNERAL DIRECTORS YEAR END REPORT

THIS INFORMATION REFLECTS REPORTING YEAR DATA

<u>ACTIVE LICENSEES</u>	2008	2009	2010	2011	2012
Temporary	0	0	0	0	0
Embalmers	1155	1127	1063	1104	1051
Funeral Directors	2425	2347	2204	2285	2168
Limited Funeral Directors	15	14	22	24	19
Funeral Establishments	695	696	681	685	679
Preneed Providers	612	612	569	575	576
Preneed Sellers	348	349	337	331	331
Preneed Agents			148	179	198
Preneed Funeral Director Agents			971	987	972
Retired Embalmers	14	0	15	0	24
Retired Funeral Directors	52	1	34	0	53
Total	5250	5145	5995	6170	6071
<u>LICENSES ISSUED</u>	2008	2009	2010	2011	2012
Temporary Funeral Director	1	0	0	0	0
Limited Funeral Director	3	2	8	2	0
Funeral Directors	70	60	56	63	35
Funeral Director Apprentices					73
Embalmers	34	34	38	26	31
Embalmer Apprentices					25
Embalmer Practicums					34
Funeral Establishments	43	24	30	33	37
Preneed Sellers			339	12	13
Preneed Providers			574	33	25
Preneed Funeral Director Agents			971	65	37
Preneed Agents			148	66	65
Total	151	120	2164	300	375
<u>EXAMINATION ADMINISTRATION</u>	2008	2009	2010	2011	2012
Missouri Law Examinations	132	143	329	215	216
State Board Arts Examinations	59	77	72	60	50
Embalmer Oral Examinations	20	24	18	8	3
<u>INSPECTIONS</u>	2008	2009	2010	2011	2012
Inspections	708	699	678	739	708
Violations	36	38	156	112	131
<u>COMPLAINTS</u>	2008	2009	2010	2011	2012
Total Consumer Complaints	187	127	44	91	47
Investigations - Board Initiated			44	21	13
Complaints - Board Initiated			2	25	22
Denials			12	1	0
<u>Investigations</u>	2008	2009	2010	2011	2012
Chapter 436 Investigation	13	4	52	3	8
Chapter 436 Examination of Books & Records	3	0	0	0	0
Chapter 436 Audit	1	0	2	3	0
Chapter 333 Investigations			5	42	39

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<u>DISCIPLINE</u>	2008	2009	2010	2011	2012
License Revocation	1	0	16	3	6
Licenses Placed on Probation	10	3	15	9	18
Licenses Suspended	9	1	0	14	23
Licenses Suspended per § 324.010	1	12	0	23	8
Public Letter of Censure	0	2	0	1	0
Board Permanent Injunction	1	0	0	0	0
Restraining Order, Stipulated Agreement		6	0	0	0
Voluntary Surrendered			1	0	0

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<u>PRENEED SELLER ANNUAL REPORTING</u>	2008	2009	2010	2011	2012
Number of preneed contracts reported sold	17,315	12,504	15,209	14,269	14,858
Amount a face value of preneed contracts reported sold	76,947,386.84	53,703,160.13	66,780,707.02	68,882,512.29	74,641,101.80
Amount of annual reporting fees collected (\$2 per contract through 2009/ \$36 per contract beginning 2010)	\$34,630.00	\$25,008.00	\$547,524.00	\$513,684.00	\$534,888.00